

National Rail Staff Travel facilities for new TOC employees

National rail staff travel facilities are delivered by Rail Staff Travel Limited (RSTL).

The RSTL website www.railedeliverygroup.com/rst.html contains more information and applications forms.

In addition to national facilities, your TOC may provide you with TOC-specific and/or owning group specific rail staff travel facilities. Your employer will provide details of these TOC-specific facilities.

What national rail staff travel facilities are provided to an employee?

The Rail Staff Leisure card provides a discount of 75% off Anytime and Off-Peak tickets. This discount is known as priv-rate.



Priv-rate tickets can only be used for leisure travel. They cannot be used for residential travel (i.e. commuting), or duty or business travel.

For residential travel (i.e. commuting) between home and your work location, you can apply to RSTL for authority to purchase a reduced rate season ticket.

For duty travel your TOC employer can request that RSTL provide you with a Duty Authority to Travel pass.

What facilities are provided to family members of an employee?

The Rail Staff Leisure card can be used to purchase priv-rate tickets for leisure travel. Priv-rate tickets **cannot** be used for residential travel (i.e. commuting), or duty or business travel.

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Dependant children can apply for a reduced rate season ticket as above if they are travelling to a place of education (school, college or university).

Spouses and partners are not eligible for any reduced rate season tickets.

How do you get your facilities?

Your TOC will notify RSTL that you have joined them as an employee. RSTL will create your rail staff travel record.

You must upload a passport-style photograph of yourself using our Photo Upload page here www.raildeliverygroup.com/rst/photo-upload.html

Your Rail Staff Leisure Card will be issued and posted to your home address.

How do your family members get their facilities?

Once your rail staff travel record is created, and you have your Rail Staff Leisure Card, you can apply to RSTL to add your family members to your record.

For spouses and civil partners you must supply a copy of a marriage or civil partnership certificate. For other partnerships you need evidence that you live at the same address and declare you are in a meaningful relationship.

The RSTL website contains more detailed information about the eligibility criteria of partners and dependants, and the forms for you to apply.

You upload a passport-style photograph of each family member using our Photo Upload page here www.raildeliverygroup.com/rst/photo-upload.html

Once your family members are added to your record and we have accepted the photographs of them, RSTL will send you their Rail Staff Leisure cards. The lead time for this is typically 3-4 weeks from application.

As the employee it is your decision whether or not to add family members to your staff travel record.

Employees are responsible for:

- ensuring all family members are aware of the *Conditions of Issue and Use*, and the consequences of misuse.

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- informing RSTL immediately when a family member is no longer eligible, through divorce or separation, or where dependant children are no longer classified as dependent (i.e. when they obtain employment, or enter into a partnership or marriage).
- returning any passes no longer required to RSTL

How to I buy discounted tickets?

Until July 2021, to use a Rail Staff Leisure Card you need separate Photo ID, in the form of either:

- a TOC specific staff travel card which contains your photograph and your forename and surname, or;
- a National Rail Photo ID Card which you can obtain free of charge from any National Rail station. Just take along a passport-sized photograph.



Dependant children under age 16 do not need any Photo ID.

To purchase tickets for leisure journeys, take your Rail Staff Leisure Card to any National Rail station ticket office.

If you start your journey from a station with an open ticket office, you must purchase a ticket before you board the train.

If you start your journey from a station with no open ticket office, you can buy a priv-rate ticket on board (unless there is a penalty fare area in operation and the ticket vending machine has a promise to pay option. In this case, you must purchase a promise to pay before boarding the train).

To purchase a reduced rate season ticket for commuting you need to obtain an authorisation form from RSTL. National Rail station ticket offices will sell you your reduced rate season ticket on submission of the authorisation form.

Approval from RSTL is needed each time you need to buy a new reduced rate season ticket or get one refunded.

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Where can I go with my national rail staff travel facilities?

It is valid on all National Rail Train Operating Company services, including open access operators Grand Central, Heathrow Express and Hull Trains.

You cannot use facilities on London Underground or Docklands Light Railway unless you have a priv-rate ticket which includes the Cross-London indication which allows you to transfer between London Terminal stations.

Other carriers accept the Rail Staff Leisure Card, including London Tramlink and many Leisure and Heritage Railways. Full details are published in the *Where Can I Go guide for Non-Safeguarded Staff* on the RSTL website.

www.raildeliverygroup.com/rst/where-can-i-go.html#WhereCanGoNSG

What about staff travel facilities on European railways and shipping companies?

This is covered by a separate introductory guide on the RSTL website.

Misuse of rail staff travel facilities by employees

Misuse of rail staff travel facilities is a serious disciplinary offence. Your TOC HR department will follow its disciplinary processes.

The TOC which detects the offence will follow its Revenue Protection process.

Rail Staff Travel will review your eligibility to retain your rail staff travel facilities under their Travel Irregularity process. If you lose your eligibility for staff travel facilities, so will all your family members.

Misuse of rail staff travel facilities by spouses, partners or dependants

Misuse of rail staff travel facilities committed by a spouse, partner or dependant child is a serious offence.

The TOC which detects the offence will follow its Revenue Protection process.

Rail Staff Travel will review the eligibility of the spouse, partner or dependant to retain their rail staff travel facilities under the Travel Irregularity process.